



Attorney Docket No. 61/LH

**IN THE UNITED STATES PATENT
AND TRADEMARK OFFICE**

Applicant(s): Mineo NOZAKI et al
Serial No. : 09/813,209
Filed : March 20, 2001
For : TECHNICAL SUPPORT SYSTEM
Art Unit :
Examiner :

INFORMATION DISCLOSURE STATEMENT

Assistant Commissioner for Patents
Washington, D.C. 20231

S I R :

Submitted herewith are copies of the following four (4)
publications:

1. Japanese Patent Application KOKAI publication No.
8-44700;
2. Japanese Patent Application KOKAI Publication No.
11-232327;
3. Japanese Patent Application KOKAI Publication No.
2000-305872; and
4. Japanese Patent Application KOKAI Publication No.
2000-215204.

Also submitted herewith is form PTO-1449. It is requested
that an initialed copy of the form PTO-1449 be returned to
indicate that the publications listed therein have been
considered and made of record.

CERTIFICATE OF MAILING

I hereby certify this
correspondence is being
deposited with the United
States Postal Service as First
Class mail in an envelope
addressed to: Assistant Commissioner
for Patents, Washington, D.C.
20231 on the
date noted below.

Attorney: Leonard Hertz

Dated: June 6, 2001

In the event that this Paper
is late filed, and the
necessary petition for
extension of time is not filed
concurrently herewith, please
consider this as a Petition
for the requisite extension of
time, and to the extent not
tendered by check attached
hereto, authorization to
charge the extension fee,
or any other fee required
in connection with this
Paper, to Account No. 06-1378.

DISCUSSION OF RELEVANCE

Japanese Patent Application KOKAI Publication No. 8-44700, published February 16, 1996, discloses a claim countermeasure supporting method for dealing with customer claims.

Japanese Patent Application KOKAI Publication No. 11-232327, published August 27, 1999, discloses that activity of a customer service section is speeded up by using the result of an analysis of the data which the section collects.

Japanese Patent Application KOKAI Publication No. 2000-305872, published November 2, 2000, discloses that the service for customers is improved, and at the same time the efficiency of development work is also improved.

Japanese Patent Application KOKAI Publication No. 2000-215204, published August 4, 2000, discloses a means 31 for use in registering of customer service case data 41.

It is respectfully requested that the attached publications be considered and made "of record".



Respectfully submitted,

Leonard Holtz, Esq.
Reg. No. 22,974

June 6, 2001

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SHEET 1 of 1

INFORMATION DISCLOSURE STATEMENT BY APPLICANT PTO - 1449		ATTORNEY DOCKET NO. 01161/LH			SERIAL NO. 09/813,209		
		APPLICANT: Mineo NOZAKI et al					
		FILED: March 20, 2001			ART UNIT:		
U.S. PATENT DOCUMENTS							
	DOCUMENT NUMBER	DATE	NAME	CLASS	SUB		
FOREIGN PATENT DOCUMENTS							
	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUB	TRANSLATION	
						YES	NO
	8-44700	2-1996	Japan				X
	11-232327	8-1999	Japan				X
	2000-305872	11-2000	Japan				X
	2000-215204	8-2000	Japan				X
OTHER DOCUMENTS (AUTHOR, TITLE, DATE, PAGES, PUBLICATION, ETC.)							
EXAMINER:			DATE CONSIDERED:				

June 6, 2001